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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|----------------------|---------------------|------------------|
| 09/690,727 | 10/18/2000 | SHINICHI UKON | ND-361US | 3288 |

466 7590 04/21/2004

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| EXAMINER |
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BUI, BING Q

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| ART UNIT | PAPER NUMBER |
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2642

DATE MAILED: 04/21/2004

14

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/690,727

Applicant(s)

UKON, SHINICHI

Examiner

Bing Q Bui

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 01 March 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 19 and 20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 19-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 1-18 have been canceled and claims 19-20 have been added, thus claims 19-20 are pending for examination.

Claim Rejections - 35 USC § 103

2. Claims 19-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Nakano (US Pat No. 5,268,958) in view of Latter et al (US Pat No. 6,332,021), and further in view of Lee (U.S. Patent No. 5,537,470) previously cited; herein after referred as Latter.

Regarding claim 19, Nakano teaches an automatic call distribution system, comprising:

a called party individual call number registration section, a caller specification number recognition section, a call preferential connection information inquiry section, a call preferential connection information database, a call connection processing section, a call connection auxiliary processing section, a control processing section, a call connection information automatic recognition section, a call preferential connection information storage section, and an attendant board group including a plurality of attendant boards (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64);

said called party individual call number registration section registering called parties who can respond to a call terminating at said attendant board group, said called party individual call number registration section further registering called party individual

call numbers for calling a called party for which call control is to be performed (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64);

said call preferential connection information inquiry section performing processing of inquiring said call preferential connection information database about a caller specification number recognized by said caller specification number recognition section and calling, when a coincident caller specification number is present in said database, a caller party individual call number registered in pair with the caller specification number (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64);

said call preferential connection information database storing call preferential connection information including caller specification numbers and called party individual call numbers (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64);

said call connection information recognition section performing, when a call from a caller is connected to a called party by call control to establish a talking state, automatic recognition processing of a set of the called party individual call number of the called party who responds to the call and the caller specification number of the caller recognized by said caller specification number recognition section upon termination of the call as call preferential connection information (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64); and

said call preferential connection information storage section storing call preferential connection information recognized by said call connection information

automatic recognition section into said call preferential connection: information database (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64).

Nakano fails to teach means for urging, when the number for specifying a caller cannot be recognized automatically, the caller to input a number for specifying the caller separately and recognizing a caller specification number sent thereto from the caller; and when said call connection processing section cannot perform such preferential connection, said call connection auxiliary processing section to perform. wait processing, and when a called party to which said call connection processing section tries to preferentially connect a call in the call connection processing thereof is busy or in a termination rejection state and is not in an immediately connectable state, processing of notifying the caller that call distribution to the preferential connection called party is being waited for.

However, with respect to Figure 6, Latter teaches an auxiliary processing system for prompting a message to request a caller to speak his/her name if the received PIN does not match the stored value and subsequently, the information provided by the caller in response to the prompt is compared for matching and as a result, the caller is immediately connected to a called party if a match is found (see Fig 6, method steps are sequentially performed as "660 670 610 620 630 660 680"; and col 6, lns 42-59); and Lee teaches an auxiliary processing system for notifying the caller that the original agent (preferred agent) is busy and enabling the caller to wait for the original agent or to be connected to any other available agent (see Fig. 2, elements 228 and 236).

Therefore, integrating Latter's teachings into call distributing system of Nakano would have been obvious for making call connection between parties appropriately; and integrating Leer's teachings into call distributing system of Nakano would have been obvious for provide the caller a high quality of service.

Regarding claim 20, Nakano teaches an automatic call distribution system according to claim 19, further comprising a caller specification number pre-registration section for registering a caller number in advance, and a call preferential connection information registration section for registering, when a call from a caller who has a caller specification number registered in advance in said caller specification number pre-registration section terminates, the call preferentially to the called party individual call number registered in said called party individual call number registration section (see col. 2, ln 47 – col. 3, ln 22; col.4, ln 58 – col. 5, ln 17; and col. 7, lns 25 – 64).

3. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306 and for formal communications intended for entry (please label the response "EXPEDITED PROCEDURE") or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Art Unit: 2642

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

Apr 18, 2004



BING BUI
PATENT EXAMINER